
MILITARY PROGRAMS

QOLP

Q. What is the Army QOLP?

A. Quality of Life Program

Q. The Army's QOLP is dedicated to the precept that the Army's number one operational resource must be taken care of. What is this resource?

A. The soldier.

Q. Quality of Life needs, and the programs and actions to address them, are categorized under two general headings. What are they?

A. Living conditions and duty environment.

Q. The Community Life System, a major component of the QOLP, consists of 6 sub-systems. What are they?

A.

- (1) Army Community Services (ACS)
- (2) Army Morale Support Activities (AMSA)
- (3) Army Continuing Education System (ACES)
- (4) Army Club Management System (ACMS)
- (5) Army Postal System (APS)
- (6) Army and Air Force Exchange Service (AAFES)

Q. What are some examples of the Quality of Life Program in use for soldiers today?

A.

- | | |
|----------------------------|-----------------------------|
| - Postal Services | - ACS/AER/ARC/EO |
| - PX/Commissary privileges | - Community Sports Programs |
| - Clubs | - MWR |
| - Physical Fitness Centers | - Education services |
| - Recreation facilities | - AFN radio and television |
| - Banking services | - etc, etc, etc. |

ACS

Q. What does "ACS" stand for?

A. Army Community Services.

Q. What is the mission of ACS?

A. To improve readiness and increase retention by providing services to assist soldiers and their families in solving problems beyond their ability to solve alone through the provisions of the eight essential services outlined in AR 608-1.

Q. What is the ACS program policy?

A. It is a community-oriented, social service program.

Q. What does the ACS symbol represent?

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A.

- The heart (giving).
- The cross (help).
- The gyroscope (equilibrium and stability).

Q. What is the theme of ACS?

A. "Self-help, Service, and Stability"

Q. List the eight essential services of ACS.

A.

- (1) The Relocation Assistance Program (includes Loan Closet).
- (2) The Family Member Employment Assistance Program.
- (3) The Exceptional Family Member Program.
- (4) The Family Advocacy Program.
- (5) The Information, Referral, and Follow-up Program.
- (6) The Consumer Affairs and Financial Assistance Program.
- (7) The Outreach Program.
- (8) Foster Care

NOTE: The above services, or subprograms, are considered essential to the life support of soldiers and their family members. However, ACS services are not limited to these eight services.

Q. Name some additional services (see above NOTE) that may be provided by ACS.

A.

- (1) Army Family Team Building
- (2) Mayoral programs
- (3) Volunteer Services
- (4) The Army Career and Alumni Program (ACAP)

Q. What are the four primary objectives of the Family Advocacy Program?

A.

- (1) Prevent spouse and child abuse.
- (2) Prevent physical neglect.
- (3) Prevent sexual abuse.
- (4) Prevent emotional maltreatment.

Q. What is the outreach mode of service delivery?

A. It is where the provider seeks out the client instead of the reverse.

Q. What is the purpose of financial planning and assistance services?

A.

- To help service members improve their credit, reliability, and reputation.
- To reduce indebtedness.
- To promote consumer awareness.
- To enhance local community relations.

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Q. What are the essential services of financial planning assistance?

A.

- Financial Planning Education.
- Consumer education.
- Budget development and planning.
- Debt liquidation.

Q. What is the purpose of ACS relocation services?

A. Provides timely and useful information, guidance, and assistance to individuals planning for their move from one military community to another and settling into a new community.

Q. Relocation services include computerized information through the "SITES" and welcome packets from installations world-wide. What does "SITES" stand for?

A. Standard Installation Topic Exchange Service.

Q. What does the ACS Loan Closet do for the service member?

A. Loans them household items when establishing new households.

Q. What is the ACS support role of handicapped dependents (Exceptional Family Member Program)?

A. To assist assignment authorities in the reassignment of service members who have handicapped adult or minor dependents.

Q. What does "ACAP" stand for?

A. Army Career and Alumni Program.

Q. What is the purpose of ACAP and what are its two primary concerns?

A. Provides transition/employment service and information, including Job Fairs.

(1) Employment Assistance;

(2) Transition Assistance.

Q. In coordination with ACAP, Job Fairs are normally conducted how often?

A. As a minimum, twice per year.

Q. How is the ACS primarily staffed?

A. By volunteers.

Q. How does ACS support the sponsorship program?

A.

- Provide training to unit sponsorship trainers or directly to designated sponsors upon unit request. (Training will include information on how to assist when the soldier and family arrives, and helping them settle into the new community.)
- Provide comprehensive information for sponsors to send before the soldier and family's arrival. This should include a premove welcome packet.

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- Provide support to youth sponsorship programs and working with Youth Activities to prepare and publish youth sponsorship booklets appropriate for various age groups. ACS will also assist Youth Activities or other post organizations sponsoring newcomer orientation initiatives for youth.

ACES

Q. What does "ACES" stand for?

A. Army Continuing Education System.

Q. What is the primary purpose of ACES?

A. ACES exists to fulfill the Army responsibility of developing and conserving its human resources by providing on-duty, job-related educational programs and off-duty educational opportunities for professional and personal development.

Q. List some of the basic services provided by the Army Continuing Education Center.

A.

- Basic Skills Education Program (BSEP)
- Advanced Skills Education Program (ASEP)
- Armed Forces Classification Test Preparation Course
- English-as-a-second-language (ESL)
- High School Completion Program (HSCP)
- MOS related Development Courses
- Typing
- Defense Activity for Non-Traditional Education Support Activities (DANTES)
- Servicemembers Opportunity Colleges Associates Degree Program (SOCAD)
- Bachelor Degrees for Soldiers (BDFS) Program
- Skill Recognition Programs (Army Apprenticeship Program (AAP))
- Command Language Programs (Headstart/Gateway)
- Learning Resources Center (LRC - incl MOS Library)
- Education Counseling Services
- Transition Management (Soldier-to-Civilian)
- Tuition Assistance
- VEAP/GI Bill

Q. If a soldier under your supervision had a GT score of less than 110, what program would you refer him/her to?

A. BSEP (normally, soldiers having a GT score below 100 will automatically be eligible for BSEP attendance. However, soldiers having a GT between 100 and 110 may attend BSEP if command referred).

Q. Explain the BSEP program.

A. BSEP is a program designed to improve educational deficiencies in the basic skills of reading, math, and language. A diagnostic test (TABE) is administered to determine the areas needing improvement. The program is conducted for 60 hours, on duty time, and participation is voluntary and free.

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Q. What does "TABE" stand for?

A. Test of Adult Basic Education.

Q. Explain the ASEP program.

A. ASEP is the primary command-on-duty program intended to help the NCOs meet their training responsibilities as supervisors, managers, and communicators. It is designed to improve MOS performance and help career growth for soldiers E-5 and above. Each class is 20 hours long and usually runs 4 hours per day for 5 days. There are 6 management and 6 communications ASEP classes.

Q. Which of the ACES programs take precedence over all others?

A. ESL (English as a Second Language).

Q. Explain the purpose of ESL.

A. English as a second language (ESL) is a program designed for soldiers whose primary language is not English and who are experiencing difficulty in reading, speaking, or understanding English. Eligibility and placement is determined by diagnostic testing and/or command referral. Soldiers are sent on TDY to the 60 hour course. It is free of charge.

Q. Can family members attend the High School Completion Program (HSCP)?

A. Yes, on a space available basis.

Q. What does "DANTES" stand for and what is its purpose?

A. Defense Activity for Non-Traditional Educational Support; it is an educational agency providing free, standardized testing services to military personnel.

Q. What are some of the tests administered under the auspices of the DANTES program?

A.

- General Education Development Equivalency Diploma (GED - overseas only).
- College Level Examination Program (CLEP)
- American College Test (ACT)
- Scholastic Aptitude Test (SAT)
- Graduate Record Examination (GRE)

Q. Are DANTES examinations available to family members/civilians?

A. Yes, on a cost per test basis.

Q. What is a GED?

A. The General Education Development tests are developed by the American Council on Education to enable persons who have not graduated from high school to demonstrate the attainment of abilities normally acquired through completion of a high school program of study. The GED test battery consists of five major education skills - writing, social studies, science, reading, and mathematics.

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Q. What is the purpose of the Skill Recognition Programs offered by ACES?

A. To provide soldiers opportunities to document military skills and training in a form meaningful to potential civilian employers - to assist the servicemember in obtaining recognition and credit for the knowledge and experience acquired while in the service.

Q. Completion of the requirements of the Army Apprenticeship Program (AAP) leads to what?

A. Certification as a Journeyman.

Q. What do the letters "SOC" stand for?

A. Service Members Opportunity Colleges.

Q. What does "SOCAD" stand for? Explain it.

A. Servicemembers Opportunity College Associates Degree (program); it is a voluntary, off-duty associate degree program network relating college directly to military job specialties. These programs are provided in an organized worldwide system which will allow service members to complete associate degrees regardless of mobility. SOCAD consists of more than 350 colleges and universities.

Q. How are associate degrees awarded under SOCAD?

A. Associate degrees are offered in 21 military job areas, called networks, which are directly related to CMFs and MOSSs. Normally, the degree is awarded by the first SOCAD college the soldier attended.

Q. List some of the colleges participating in the SOCAD Program?

A.

- City Colleges of Chicago
- Central Texas College
- Embry-Riddle Aeronautical University
- University of Maryland
- Big-Bend Community College
- Boston University
- University of Southern California

Q. What is the "BDFS" Program?

A. Bachelors Degrees for Soldiers - a new SOC program similar to the established SOCAD Network. Curriculum areas include accounting, computer studies, and management.

Q. Explain HEADSTART and GATEWAY TO GERMAN.

A. HEADSTART is a mandatory German language and culture program which is provided during duty hours to newly arrived military personnel (E1 - E6) who do not have measurable German language proficiency. The course is designed to ease the "culture shock" experienced by personnel transferring from a familiar, stateside environment to the unfamiliar, German environment. The course consists of 40 hours

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of instruction, usually four hours per day for ten consecutive work days. It is open to family members and DOD civilian personnel on a space-available basis.

GATEWAY TO GERMAN is a mandatory command language program course which provides military service personnel with the opportunity to learn the basics of the language, as well as the customs. The program usually is conducted four hours per day for ten consecutive work days. Attendance is required for all newly arrived USAREUR personnel, E7-E9, Warrant Officers and Officers, who do not have measurable German language proficiency.

Q. The typical Learning Resources Center (LRC) consists of three separate facilities. What are they?

A. A language lab, a technical or "MOS" library, and a Training Extension Course (TEC) classroom facility.

Q. Transition Management is yet another program offered by the Education Center. What is its purpose?

A. It is designed to help the ETSing soldier further his/her education after leaving active duty. The soldier learns about education benefits, applies for financial aid, applies for admission to school of choice, etc. By using the Transition Management Program, it is possible for a soldier to be admitted to a school for the term immediately following his/her ETS date.

Q. When should a soldier be sent to Transition Management?

A. About 6 months prior to the ETS date.

Q. What is "TA"?

A. Tuition Assistance - financial assistance used to defray the cost of tuition for active duty military personnel.

Q. Tuition Assistance is a grant that pays how much of tuition?

A. 75%.

Q. What is the requirement for the use of tuition assistance?

A. The course to be taken must be job-related.

Q. The New GI Bill is for soldiers who began their active service on or after what date?

A. July 1985.

Q. What is the required contribution to the GI Bill? How much will you receive back from the GI Bill?

A. \$100.00 per month for 12 months; \$300.00 per month for up to 3 years or \$10,800.

Q. Name three of the Federal Financial Aid Programs available to the soldier through ACES.

A. Pell Grant, Perkins Loans (NDSL), Guaranteed Student Loans (GSL).

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AER

Q. What is the AER?

A. Army Emergency Relief - it was chartered in 1942 as a private non-profit organization to provide Army soldiers, their dependents, widows/widowers and orphans with financial assistance in time of emergency need. In addition, it provides educational assistance for spouses and dependent children of soldiers.

Q. What Army publication states programs and policies for AER assistance to eligible Army members and their dependents?

A. AR 930-4.

Q. Why does AER exist?

A. Solely for the purpose of "helping the Army take care of its own".

Q. The AER coordinates closely with what other organization in order to avoid duplication and assure coverage of all areas of aid?

A. The American Red Cross (ARC).

Q. Describe the types and forms of assistance that AER provides.

A.

- LOANS with interest for immediate conditions.
- GRANTS if repayment would cause hardships or if the ability to repay could be at a later date.
- LOAN and GRANTS for partial repayment.

Q. Describe loan repayments to AER.

A. Repayment starts the 1st day of the second month following the initiation of the loan, normally does not extend more than 12 months and is made by allotment for active duty personnel.

Q. When is an AER loan considered delinquent?

A. When repayment has not been received one month after the due date.

Q. When is an AER loan considered uncollectible?

A.

- When the borrower is deceased, dishonorably discharged, discharged under other than honorable circumstances, or is dropped from the rolls as a deserter.
- When repayment will cause undue hardship.
- When reasonable efforts to obtain repayment from the borrower fail.
- When the delinquent loan balance is less than \$5.00.

Q. What is the basic guideline for emergency financial assistance?

A. Any member of the Army faced with a real emergency, within the framework of policy, should be given AER assistance.

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Q. What are some of the categories of authorized emergency financial assistance?

A.

- Nonreceipt of pay
- Loss of funds
- Medical, dental, or hospital expense
- Funeral expenses
- Emergency travel
- Rent
- Food
- Utilities (other than phone)
- Essential transportation (POV)
- Clothing
- Fire or other disaster
- Lack of necessities (privation)

Q. What is the purpose of the AER Annual Fund Campaign?

A. To raise funds to help cover the financial assistance program, increase awareness about AER assistance, publicize procedures, and help the Army take care of it's own.

Q. How are contributions made to AER?

A. Allotment, cash, or check.

Q. The AER Annual Fund Campaign is held Army-wide during what dates?

A. 1 March - 1 July.

Q. What is the minimum contribution by allotment?

A. \$1.00 per month for 3 months.

Q. Who is the Educational Assistance Program for?

A. For unmarried dependent children of Army personnel.

Q. What is the interest rate on AER loans?

A. AER loans are interest-free.

Q. Is there a dollar limit on AER loans?

A. No.

Q. Are you required to contribute to AER in order to receive help?

A. No.

ARC

Q. What Army publication provides information concerning the mission, operation, and Army utilization of the American Red Cross (ARC)?

A. AR 930-5.

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Q. Briefly describe what the American Red Cross (ARC) is.

A. It is a voluntary health and welfare organization established in 1881. Its primary purpose is to improve the quality of human life; to enhance self-reliance and concern for others; and to help people avoid, prepare for, and cope with emergencies.

Q. What American was responsible for pioneering the Red Cross movement in the United States and who, with a group of friends, founded the American Association of the Red Cross?

A. Clara Barton.

Q. What does "ICRC" stand for?

A. International Committee for the Red Cross.

Q. Describe the symbol used for the Red Cross.

A. It is simply a Greek red cross on a white background (which, incidentally, are the reverse of the colors of the Swiss flag).

Q. The red cross symbol is sometimes referred to as what?

A. The Geneva Cross.

Q. The Geneva Convention limits the use of the Red Cross emblem and the words "Red Cross" and "Geneva Cross" to what activities during both peacetime and wartime?

A.

- Facilities for the care of the wounded and sick members of the military;
- Armed forces medical personnel and equipment;
- Military chaplains;
- The International Committees of the Red Cross;
- The League of Red Cross Societies;
- The various Red Cross societies (including the American Red Cross).

Q. Why are Red Cross personnel considered and given neutrality status?

A. They are considered to be exclusively engaged in the search for, or collection, transport, or treatment of the wounded or sick, or in the prevention of diseases, or are exclusively engaged in the administration of medical units and establishments.

Q. What are some of the primary services of the ARC?

A.

- (1) Communication services (by wire).
- (2) Financial assistance.
- (3) Counseling and referral services.
- (4) Health and safety services.
- (5) Volunteer services.
- (6) Disaster services.
- (7) Blood services.
- (8) Transplantation services.
- (9) AIDS education.

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(10) Military/Social services.

(11) International services.

(12) Youth services.

Q. What is the interest rates on ARC loans?

A. They are interest-free.

Q. How is the Red Cross primarily staffed?

A. By volunteers.

Q. What ARC services are provided relating to prisoners of war?

A.

- Handles inquiries concerning prisoner of war welfare.
- Obtains names of prisoners of war.
- Aids in the processing and packaging of items for distribution.

ADAPCP

Q. What is the primary drug of abuse in the military?

A. Alcohol.

Q. What does "ADAPCP" stand for?

A. Alcohol and Drug Abuse Prevention and Control Program.

Q. What publication defines Army policy on alcohol and other drug abuse as well as defining responsibilities for implementation of the program?

A. AR 600-85.

Q. Who is authorized ADAPCP services?

A. Personnel entitled to military medical services as well as personnel covered by the Federal Civilian Employees Occupational Health Services Program.

Q. What law, passed in Sept 1971, mandated a program for the identification and treatment of drug and alcohol dependent persons in the Armed Forces?

A. Public Law 92-129.

Q. What are the seven functional areas of the ADAPCP?

A. Prevention, education, identification, rehabilitation, treatment, program evaluation, and research.

Q. The current focus of the ADAPCP places major emphasis on what?

A. The prevention aspects of substance abuse.

Q. What identification tool does the Commander have to detect drug abuse?

A. An active and aggressive urinalysis program.

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Q. Describe the urine specimen policy.

A. Specimens will be collected under the direct observation of responsible personnel (E5 or above of the same sex) to insure that no substitutions are made.

Q. What is DA's policy on alcohol?

A. Abuse or excessive use of alcohol will not be condoned or accepted as part of any military tradition, ceremony or event.

Q. What does the acronym "CCC" stand for?

A. Community Counseling Center.

Q. What are the five methods of ADA identification?

A.

- (1) Voluntary (self) identification.
- (2) Command identification.
- (3) Biochemical (urinalysis or alcohol breath testing).
- (4) Medical (blood).
- (5) Investigation/apprehension.

Q. What is the most desirable method of discovering alcohol or drug abuse?

A. Voluntary (self) identification.

Q. When command referred, a service member must do what?

A. Participate in one or more of the three ADAPCP tracks.

Q. Describe the three tracks of the ADAPCP (see NOTE below).

A.

- Track I : Awareness education and group counseling, as required. Enrollment will not exceed 30 days; 12 hours of counseling.
- Track II : Rehabilitation (nonresidential); intensive individual or group counseling (may include awareness education). Consists of 12 hours of counseling usually once per week for a minimum of 30 days, not to exceed 364 days.
- Track III : Rehabilitation (residential); medical treatment with nonresidential follow-up. Enrollment in this track is limited to those clients who have been evaluated by a physician as requiring residential treatment. Generally, residential care will be reserved for those individuals with long standing problems of abuse, but for whom prognosis for recovery is favorable with proper treatment. Enrollment is for 360 days (3 - 6 weeks residential care).

NOTE: The ADAPCP program is steering away from the "Track" terminology. Change 2 to AR 600-85 drops Track III altogether and refers only to Tracks I and II. This has to do more with terminology than it does to sweeping program changes. The regulations are being re-written to reflect that there are three "Levels" of treatment instead of three "Tracks". Track I is being replaced by "Level I - Drug and Alcohol Education"; Track II is being replaced by "Level II - Outpatient"; and Track III is being replaced by "Level III - Inpatient". In all other respects the programs remain basically the same.

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Q. What does "ADAPT" stand for?

A. Alcohol and Drug Abuse Prevention Training.

Q. What is the purpose of ADAPT?

A. To provide alcohol and other drug awareness education designed to focus the patient's attention on the adverse effects and consequences of alcohol and other drug abuse. A 6-month follow-up is an integral part of this education and referral to rehabilitation is a viable option at any point.

Q. Another drug and alcohol education program is called "STOP". What does this stand for?

A. Short-Term Outpatient treatment Program.

Q. Military personnel enrolled in the ADAPCP (Track I and II) are not eligible for reassignment to another unit until at least how many days of rehabilitation have been completed?

A. 30 days.

Q. What is one of the most critical and difficult aspects of the rehabilitation process?

A. The reinvolverment of the service member in his or her role and responsibilities in the unit.

Q. Describe the ADAPCP rehabilitation and treatment process.

A. The first stage is at the unit level where counseling, referral, and administrative actions or a combination of these actions may take place. Then the individual is referred to the community counseling center for screening and evaluation. This is followed by ADAPCP enrollment where the individual will be placed in one or more of the tracks for education/rehabilitation for a maximum of 30 days/minimum of 30 days, or a maximum of one year for TRACK I, II, and III respectively.

Q. What does "ATF" stand for? "RTF"?

A. Alcohol Treatment Facility; Residential Treatment Facility.

Q. What does "SUUTCO" stand for?

A. Selective Unit Urine Testing of Company-sized Organizations.

Q. General Army policy mandates that military personnel on duty will NOT have a blood alcohol level of what percent?

A. .05% or above.

Q. Basic Army policy mandates what actions for a DWI?

A.

- Referral to ADAPCP.
- General Officer letter of reprimand.
- Suspension of post driving privileges.

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- Possible bar to reenlistment.

NOTE: Additional repercussions from local and unit policy may also result.

Q. What is the NCA?

A. The National Council on Alcoholism.

Q. What is the NIAAA?

A. The National Institute on Alcohol Abuse and Alcoholism.

Q. What are the three levels of alcohol prevention?

A.

1. Primary: prevention of the occurrence of the illness (alcoholism) (i.e., education)
2. Secondary: prevention of the further development of the illness after the occurrence (i.e., crisis monitoring/referral)
3. Tertiary: prevention of the reoccurrence of the illness during the later stages of treatment (i.e., residential treatment & detoxification).

Q. What is one of the most frequently cited reasons for drug abuse and other health problems in the work environment?

A. Stress related to job conditions.

Q. Is an order from a competent authority to submit to a urinalysis a lawful order?

A. Yes.

Q. Army Forensic Toxicology Drug Testing Laboratories (FTDTLs) currently test every specimen for what drug?

A. THC (the drug found in marijuana) and cocaine. In addition, they are licensed for and capable of testing for amphetamines, barbiturates, and opiates, and will do so at the request of commanders.

Q. What is the only drug testing technique that is fully supportable for UCMJ action?

A. FTDTL tests.

Q. What is the degree of accuracy of FTDTL testing?

A. There has never been a reported false positive result in an Army FTDTL.

Q. What is a UADC and what is his/her function?

A. Unit Alcohol and Drug Coordinator; the UADC is responsible to the unit commander for ensuring that drug testing is conducted in accordance with existing regulations.

Q. What is a "BAT"?

A. Blood Alcohol Test.

Q. What does "BTC" stand for? "ADCO"?

A. Biochemical Testing Center; Alcohol and Drug Control Office.

Q. What is the preferred method of analysis for blood alcohol determinations?

A. Blood testing (vs. breath analysis).

Q. What are some things a leader can watch for to recognize and identify the problem drinker/drug abuser?

A.

- Attendance pattern
- Job performance
- Accidents
- Personality changes

SAFETY

Q. The word "Safety" is often associated with what terminology?

A. Risk Management (or Risk Assessment).

Q. What AR covers Safety?

A. AR 385-10.

Q. What are the goals of the Army Safety Program?

A.

- Reduce and keep to a minimum accidental manpower and monetary losses, thus providing more efficient use of resources and advancing the combat effectiveness of the Army.
- Provide a safe and healthful environment at all times for all Army personnel and others exposed to Army operations.

Q. What is an AGAR?

A. Army Ground Accident Report – used to record and track ground-related (versus air-related) accidents and incidents.

Q. Safety is the primary responsibility of whom?

A. It can be said that every soldier is a "Safety Officer" and this is true to some extent; however, safety has been designated as an NCOs responsibility. Therefore, the senior NCO in any unit/organization is the Safety Officer.

Q. Who is the Safety officer for your company?

A. Name him/her.

Q. Accidents are reported IAW which regulation?

A. AR 385-40.

Q. Name at least three safety features commonly found in Army barracks.

A.

- lights in stairwells

- safety posters

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- fire extinguishers and alarms
- CQ
- fire lights (emergency lighting)
- storage of dangerous tools
- hand rails

EQUAL OPPORTUNITY

Q. What Army publication covers the Army Equal Opportunity Program?

A. Chapter 6, AR 600-20.

Q. What is meant by "equal opportunity" in the Army?

A. Consideration and treatment based on merit, fitness, and capability irrespective of race, color, religion, gender, or national origin ("Everyone has the same opportunity to excel!").

Q. What is the Army's written policy on EO?

A. Provide equal opportunity and ensure fair treatment for military personnel, family members and DA civilians without regard to race, color, gender, religion, or national origin, and provide an environment free of unlawful discrimination and offensive behavior. This applies both on and off post and within the limits of the laws of localities, states, and host nations.

Q. Who is responsible for Army-wide policies, doctrines, plans, and initiatives pertaining to the Army EO Program?

A. The Deputy Chief of Staff for Personnel (DCSPER).

Q. What are the only two exceptions to a totally nonbiased personnel management process?

A.

- (1) The assignment and utilization of female soldiers in selected combat arms positions;
- (2) Support for established equal opportunity goals (affirmative action plans).

Q. Who is the EO officer for your company?

A. The unit commander.

Q. What is the primary channel for correcting discriminatory practices?

A. The processing of EO complaints through the chain of command is strongly encouraged; however, it does not serve as the only channel available to soldiers and family members.

Q. If a complainant feels uncomfortable in filing a complaint with his/her chain of command, a number of alternative agencies exist through which a complaint may be processed. Name some of these agencies.

A.

- Higher echelon in chain of command
- Equal Opportunity Advisor

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- Inspector General
- Chaplain
- Provost Marshal
- Medical agency personnel
- Staff Judge Advocate
- ~~Housing Referral Office (HRO)~~ Chief, Community Housing Referral and Relocation Services Office (CHRRS)

Q. Attempts should always be made to solve the problem at the lowest possible level within an organization. As such, the complaint processing system consists of two types of complaints - formal and informal. What is the major difference between these?

A.

- An informal complaint is used when a soldier, family member, or DA civilian does not wish to file the complaint in writing. An informal complaint is not subject to time suspense nor is it reportable.
- A formal complaint is one that the complainant files in writing and swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken.

Q. What form is used for formal complaints?

A. DA Form 7279-R.

Q. A time limit on equal opportunity complaints is established in order to set reasonable parameters for the investigation and resolution of complaints, to include ensuring the availability of witnesses, accurate recollection of events, and timely remedial action. What is this time limit?

A. Soldiers and family members have 60 calendar days from the date of the alleged incident in which to file a formal complaint.

Q. How do complaints filed through the Inspector General (IG) differ from those filed with other agencies?

A. Complaints filed through the Inspector General will be processed as Inspector General Assistance Requests (IGARs) in accordance with AR 20-1 rather than under the procedures outlined in AR 600-20. As such, no timelines will be imposed on the conduct of the investigation and/or on feedback to the complainant, and DA Form 7279-R will not be used.

Q. Upon receipt of a formal EO complaint, how much time does a commander have to provide a description of the allegations through command channels to their general court-martial convening authority?

A. 72 hours.

Q. Rapid resolution of EO complaints is in the best interest of both the person filing the complaint and of the command. After receipt of a complaint, a commander has how long to conduct an investigation or refer the case to a higher echelon commander?

A. 14 calendar days.

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NOTE: The commander may obtain an extension, not to exceed 30 calendar days, in writing from the next higher echelon commander.

Q. In addition, a complainant must receive written feedback from the commander on DA Form 7279-R, Parts II and III, within _____ calendar days after acknowledgment of the complaint.

A. 14

Q. If an appeal is made to a complaint case, it should be made through the next higher commander within the chain of command. How long do you have to make such an appeal?

A. 7 calendar days following notification of the results of investigation and acknowledgment of the actions of the command to resolve the complaint or issue. This appeal should be made in writing on DA Form 7279-R, Part IV.

Q. What actions may be taken against a soldier who knowingly submits a false equal opportunity complaint (to include a complaint containing information or allegations known to be false)?

A. This is punishable under UCMJ.

Q. EO complaints against a soldier that are substantiated will result in what entry being placed in that soldier's NCOER or OER?

A. "Does not support EO," accompanied by appropriate administrative, disciplinary, or legal action to correct the behavior.

Q. Complaints of housing discrimination involving unequal treatment because of race, color, religion, gender, or national origin should be forwarded to whom?

A. The local Housing Referral Office (HRO).

Q. What are the two components of the EO program?

A.

- (1) Affirmative action component (to identify and correct existing inequities in an organization).
- (2) Education and training component (to promote EO, harmonious relations amongst all Army personnel and provide positive motivation of those personnel).

Q. What is an "affirmative action plan"?

A. It is a comprehensive public document that requires good faith and time tables for achieving EO for all DOD personnel. Race is a factor in devising the AAP but is not a sole factor. AAPs must consist of planned, achievable steps that eliminate practices denying equal opportunity to soldiers and their families and that monitor progress toward these goals.

Q. Define the term "ethnic group".

A. A group of individuals distinguished from the general population, based on actual or

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perceived criteria.

Q. Define the term "minority group".

A. Any group distinguished from the general population in terms of race, religion, sex, age, or national origin.

Q. Define "racism" or "sexism".

A. The acting out of prejudices by individuals against other individuals or groups because of race or gender.

Q. What is meant by sexual harassment?

A. It is a form of gender discrimination that involves unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Q. In order for an "incident" to be considered sexual harassment, one or more of three conditions must be met. What are they?

A.

- (1) Submission to, or rejection of, such conduct (see above definition) is made either explicitly or implicitly a term or condition of a person's job, pay, or career; or
- (2) Submission to, or rejection of, such conduct by a person is used as a basis for career or employment decisions affecting that person; or
- (3) Such conduct interferes with an individual's performance or creates an intimidating, hostile, or offensive environment.

Q. One enlisted soldier with the primary duty as Equal Opportunity Advisor (EOA) will be available full-time as the advisor for each brigade-level or equivalent and higher unit commander. This soldier should be what rank?

A. SFC or higher.

Q. Who is your Equal Opportunity Advisor?

A. Name them.

Q. What is an "EOR"?

A. Equal Opportunity Representative, this soldier has been designated to assist their commander at the battalion-level and below in carrying out the EO program within their respective units.

Q. EORs should normally be what rank?

A. ~~SSG~~ ~~SFC~~ SSG through 1LT

Q. Who is your unit's Equal Opportunity Representative?

A. Name them.

Q. What does DEOMI stand for?

A. Defense Equal Opportunity Management Institute – consists of two resident courses: a 15-week EOA course and a 6-week EO Program Manager course.

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Q. Mandatory unit EO training must be conducted at least how often?

A. Twice per year.

NOTE: Listed below are the special/ethnic observances listed in AR 600-20, Chapter 6 (Interim Change I04):

- January (3rd Monday) - Martin Luther King, Jr's Birthday (Federal Holiday)
- February - African-American/Black History Month
- March - Women's History Month
- April/May - "Days of Remembrance" for victims of the Holocaust (celebrated Sunday to Sunday for week incorporating Yom Hashoah).
- May - Asian Pacific Heritage Month
- August 26th - Women's Equality Day
- September 15th through October 15th - National Hispanic Heritage Month
- November - National Native American Indian Heritage Month

SPONSORSHIP

Q. What regulation covers the Total Army Sponsorship Program?

A. AR 600-8-8, The Total Army Sponsorship Program.

Q. Should there be a sponsorship program for a soldier departing the unit?

A. Yes.

Q. What form is used to transmit sponsorship requirements to gaining commands?

A. DA Form 5434.

Q. What is a DA Form 5434-E?

A. An electronically generated DA Form 5434.

Q. As a minimum, how many welcome letters should a new arrival receive?

A. Unless sponsorship is declined a soldier should receive a minimum of two letters; one from the battalion commander (officers) or command sergeant major (enlisted) and one from the designated sponsor. If sponsorship is declined, a welcome letter should still be received from the command activity.

Q. Sponsors should be appointed within _____ calendar days after battalion or higher activity receives the DA Form 5434.

A. 10 (unless sponsorship is declined).

Q. What is a "reactionary" sponsor?

A. A person assigned to an individual that has declined sponsorship - in the event that questions arise.

Q. What are the general rules for appointing a sponsor?

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A. The sponsor selected will be:

- (1) In a grade equal to or higher than the incoming soldier, when practical;
- (2) Of the same gender, marital status, and military career field or occupational series as the incoming soldier, when practical;
- (3) Familiar with the unit or activity and community.

NOTE: The sponsor normally should not be the person being replaced by the incoming soldier and should not be within 60 days of PCS.

Q. Explain the sponsorship program in your unit.

A. Explain it.

REENLISTMENT/RETENTION

Q. What regulation covers the Army Retention Program?

A. AR 601-280.

Q. What are the basic eligibility requirements for reenlistment?

A.

- Age
 - Must be 18 years of age, but under 55 years of age.
 - Must be able to complete 20 years of active federal service prior to age 60.
- Citizenship. One of the following:
 - A U.S. citizen.
 - An alien who has been lawfully admitted to the United States for permanent residence. Aliens who will have in excess of 8 years of Federal military service at the expiration of the period for which they are seeking to reenlist are disqualified from reenlistment.
 - An American Samoan National.
 - A citizen of the Federal States of Micronesia (FSM), the Republic of the Marshall Island (RMI), or the Republic of Palau (ROP). By presidential proclamation and a joint resolution of Congress, these citizens are authorized and have a right to enlist and serve in the U.S. Armed Forces. Soldiers from these islands may reenlist without being required to become U.S. citizens.
- Trainability
 - Initial term soldiers requesting reenlistment must possess aptitude area scores of 85 or higher in any three aptitude areas of the Armed Services Vocational Aptitude Battery (ASVAB).
- Education
 - Must possess a high school diploma, GED, or ~~one year of college~~ 15 or more semester hours of college.
- Medical and Physical Fitness
 - Must have passed the most recent APFT within the 9-month period preceding the reenlistment (soldiers with permanent profiles are exempt from this requirement).
 - Must meet height and weight standards.

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- Retention Control Points
 - Must not exceed the Retention Control Points specified below by more than 29 days before reenlistment or extension (see NOTE):
 - PVT – PFC 3 years
 - CPL/SPC 10 years
 - CPL/SGT (P) 15 years
 - SGT 15 years
 - SGT (P) 20 years
 - SSG 20 years
 - SSG (P) 22 years
 - SFC 22 years
 - SFC (P) 26 years
 - 1SG/MSG 26 years
 - 1SG/MSG (P) 30 years
 - CSM/SGM 30 years

NOTE: RCPs for soldiers SSG(P) and above in special bands are different. See AR 601-280, Table 3-1.

- Other
 - Must not be in a “nonpromotable” status.

Q. Who is exempt from the ASVAB score requirements listed in “Trainability” above?

A. SGT and above and any soldier on a second or subsequent enlistment.

Q. Generally speaking, what is the maximum number of years that a soldier may reenlist for?

A. ~~4 years.~~ Indefinite. Soldiers of the Regular Army who have at least 10 years active federal service in the armed forces as of the day of discharge will be reenlisted for an unspecified (indefinite) period of service. Immediate reenlistments for all others are authorized for periods of 2, 3, 4, 5 or 6 years.

NOTE: Soldiers reenlisting in an MOS identified as critical by PERSCOM may reenlist for up to 6 years with authorization.

Q. How many months out can a soldier reenlist?

A. ~~8 months (max)~~ 12 months.

NOTE: Reenlistment window opens ~~8~~ 12 months prior to ETS and closes one day after 3 months prior to ETS.

Q. What are some reasons that a soldier would be ineligible for reenlistment?

A.

- Soldier barred/flagged.
- Soldier enrolled in ADAPCP.

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Q. What is a bar to reenlistment?

A. It is an administrative action initiated by an immediate commander to prevent a substandard individual from reenlisting or reentering the service.

Q. What criteria governs a bar to reenlistment?

A. A soldier may be barred from reenlistment if his/her character, conduct, attitude, proficiency, motivation or general desirability for retention are not consistent with the high qualities demanded by the United States Army.

Q. What are some examples of deficiencies that may result in a Bar to Reenlistment?

A.

- Tardiness for formation or duties.
- AWOL for 1 to 24 hour periods.
- Losses of clothing and equipment.
- Substandard personal appearance & hygiene.
- Persistent indebtedness.
- Frequent traffic violations.
- Recurrent punishments under Article 15, UCMJ.
- Use of sick call without medical justification.
- Unwillingness to follow orders.
- Untrainability.
- Unadaptability to the military.
- Failure to manage personal affairs.
- Frequent difficulties with fellow soldiers.

Q. A bar to reenlistment should not normally be imposed upon a service member that has been in a unit less than _____ days.

A. 90

Q. A Bar to Reenlistment will not normally be initiated against a soldier during the last _____ days before ETS or his or her departure from the unit to which currently assigned.

A. 30

Q. How often is a bar to reenlistment reviewed?

A. Every 3 months or 30 days prior to PCS/ETS.

Q. Who can initiate a bar to reenlistment?

A. Any commander in the soldier's chain of command.

Q. Who is the final approval authority for a bar to reenlistment?

A. One approval level higher than the initiating authority.

Q. From the time that a soldier is informed that a Bar to Reenlistment is approved, how long does that soldier have to appeal?

A. 7 days

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Q. If a soldier feels that they will be unable to overcome a Bar to Reenlistment, what option do they have?

A. They may apply for voluntary separation.

Q. Who may lift a bar?

A. With written recommendation from the unit commander, the same authority that approved the bar may lift it.

Q. In circumstances related to a Bar to Reenlistment, when should Unit Commanders initiate separation proceedings under AR 635-200?

A. Upon completion of the second 3-month review, unless a recommendation for removal is submitted and approved by proper authority.

Q. What does "QMP" stand for and what is its purpose?

A.

Enhance quality of the career enlisted force.

Selectively retain the best qualified soldiers to 30 years of active duty.

Deny reenlistment to soldiers who do not meet the Army standards for performance, conduct, attitude, and potential for advancement.

Encourage soldiers to maintain their eligibility for further service.

Q. What is an "SRB"?

A. Selective Reenlistment Bonus.

Q. How are SRBs computed?

A. Soldiers may be paid bonuses up to six times their monthly basic pay at discharge, times the number of years of additional obligated service, or \$20,000.00, whichever is less. Monthly basic pay (at time of discharge, or release from active duty) multiplied by years, or fractions of a year (months) of additional obligated service, multiplied by the SRB multiplier, equals the total SRB.

Q. What is the minimum number of years that a soldier must reenlist to qualify for an SRB?

A. 3 years.

Q. Who is required to receive a "retention" interview?

A. SSG and below.

Q. Who does the reenlistment interview?

A. The Commander and Army Career Counselor.

Q. When are retention interviews due?

A.

- 60-90 days after assignment to unit (Commander)
- 11-12 months before ETS (Commander)

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- 9-10 months before ETS (RA Career Counselor)
- 4 months before ETS (RA Career Counselor)
- 90 days prior to ETS (RC Career Counselor)

Q. What is the BEAR Program and who can request it?

A. The Bonus Extension and Retraining program - the BEAR program allows a soldier to extend for training in a new MOS and then reenlist for the bonus that the new MOS pays. It is available for highly qualified soldiers in the rank of SSG and below who are currently serving in an overstrength/balanced MOS and who wish to migrate into a critically short SRB MOS.

Q. What is the ETS requirement for entry into the BEAR program?

A. Must be within ~~1 year~~ 15 months of ETS at the time of application to qualify.

Q. What is the time-in-service-remaining requirement for entry into the BEAR program?

A. Soldier must be willing to extend so that 24 months minimum time in service will remain upon completion of training.

Q. Can a soldier reenlist if they are overweight?

A. Yes, if the overweight condition is the result of a medical condition that is documented. Otherwise, soldiers must receive a waiver.

Q. Soldiers in the rank of _____ and below (as a result of a reduction in rank under any UCMJ actions) are not authorized to extend.

A. PFC

Q. Soldiers are no longer authorized to extend or reenlist if they are within _____ months of their scheduled ETS (without an exception to policy approved by HQDA).

A. 3 months.

NCODP

Q. What does "NCODP" stand for?

A. Noncommissioned Officer Development Program.

Q. What Army regulation covers NCODP?

A. AR 350-17.

Q. Explain what NCODP is.

A. The NCODP is the commander's formal program for developing the leadership skills and professional attributes of the unit's enlisted leaders. It encompasses all forms of leader training from individual coaching and counseling to formal instruction for groups of NCOs. It is tailored to the unique requirements of the unit and its NCOs. In short, it is the process of continuing the education of NCOs and focuses on warfighting requirements and preparation of NCOs at all levels to teach their soldiers the battlefield skills needed to fight, win, and survive. NCODP subjects are 75% war-related and

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driven by the METL and STXs.

Q. NCODP is the responsibility of whom?

A. NCODP is the commander's responsibility, but implementation is delegated to the NCO Support Channel. The senior NCO at each level of the Support Channel has primary responsibility for training the next subordinate level of NCOs.

Q. What are the goals of NCODP?

A.

- Develop and strengthen leadership skills and professional attributes.
- Provide guidance.
- Increase confidence.
- Improve unit effectiveness.
- Identify substandard NCOs and rehabilitate, reduce, reclassify, or eliminate as appropriate.
- Realize the potential of the NCO Support Channel.

Q. NCODP supports the commander's training objective and guidance and compliments, reinforces, and supports what three areas?

A.

- ARTEP training.
- Special training events.
- Physical readiness.

Q. What are the key ingredients to a successful NCODP program?

A.

- NCO sponsorship.
- NCO rites of passage ceremony.
- Train to train.
- Daily training through counseling, correcting, and other routine activities.
- Formal and informal discussions.
- Professional reading.
- Correspondence courses (individual and group).

Q. NCODP builds upon the contributions of what two other programs?

A. The EPMS and the NCOES.

MISCELLANEOUS

DEERS

Q. What does "DEERS" stand for?

A. Defense Enrollment Eligibility Reporting Systems.

Q. How do you enroll your family members in DEERS?

A. At your servicing Personnel Administration Center (PAC) when applying for their ID

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cards.

CHAMPUS/TRICARE

Q. What does "CHAMPUS" stand for?

A. Civilian Health and Medical Program of the Uniformed Services.

~~Q. What is CHAMPUS designed for?~~

~~A. To supplement the military care available to dependents of active duty service members, retired service members and dependents of retired or deceased members.~~

Q. What health benefits program replaced CHAMPUS as the means of providing health care to active duty military personnel, their families and retirees in an era of rising health care costs and base closures?

A. TRICARE

Q. TRICARE offers three levels or options to give soldiers and retirees flexibility in tailoring a health care program to their specific needs. What are these options?

A.

- TRICARE Standard (same as former CHAMPUS) – With this option you basically choose any physician of your choice, and the government will pay a percentage of the cost. If you choose this option, you will be responsible for the annual deductible and your “cost-share.” This option provides the widest choice of providers, but is also the most expensive way to receive health care.
- TRICARE Extra – This option allows TRICARE Standard users to save 5% of their TRICARE Standard cost-shares by using health care providers in the TRICARE network. With this plan, you can also seek care at a Military Treatment Facility (MTF) on a space-available basis, but most of these appointments will be reserved for TRICARE Prime patients.
- TRICARE Prime – This option provides comprehensive health care by military hospitals and clinics, augmented by contracted civilian health care networks. This is similar in structure to Health Maintenance Organization (HMO) programs offered by employers across the U.S. Guarantees priority at Military Treatment Facilities.

Fraternization Policy

Q. The Army’s fraternization policy deals basically with relationships between soldiers of different rank. Does this policy extend to relationships between Army personnel and personnel of other military services?

A. Yes.

Q. What are some examples of prohibited relationships under the Army’s new fraternization policy?

A.

- On-going business relationships between officers and enlisted personnel (does not apply to landlord-tenant relationships or to one-time transactions such as the sale of

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an automobile or house, but does apply to borrowing or lending money, commercial solicitation, and any other type of on-going financial or business relationship).

- Dating, shared living accommodations other than those directed by operational requirements, and intimate or sexual relationships between officers and enlisted personnel.
- Gambling between officers and enlisted personnel.
- Any relationship between permanent party personnel and IET trainees not required by the training mission.
- Any relationship between permanent party personnel assigned or attached to the United States Army Recruiting Command and potential prospects, applicants, members of the Delayed Entry Program (DEP), or members of the Delayed Training Program (DTP) not required by the recruiting mission.

NOTE 1: The effective date of this policy is March 1, 2000, so some situations, such as marriages entered into prior to this date, or business transactions conducted prior to this date are exempt from this prohibition.

NOTE 2: The prohibitions of the Army's new fraternization policy are not intended to preclude normal team building associations which occur in the context of religious activities, family gatherings, unit-based social functions, or athletic teams or events.

Q. Fraternization is punishable under what Article of the UCMJ?

A. Article 92.

Hazing Policy

Q. How does the Army define "hazing"?

A. Any conduct whereby one military member or employee, regardless of service or rank, unnecessarily causes another military member or employee, regardless of service or rank, to suffer or be exposed to an activity which is cruel, abusive, oppressive, or harmful.

NOTE: Hazing includes, but is not limited to any form of initiation "rite of passage" or congratulatory act that involves: physically striking another in order to inflict pain; piercing another's skin in any manner; forcing or requiring the consumption of excessive amounts of food, alcohol, drugs, or other substances; or encouraging another to engage in illegal, harmful, demeaning or dangerous acts.

Policy on Participation in Extremist Organizations

Q. Participation in extremist organizations and activities by Army personnel is inconsistent with the responsibilities of military service and, as such, are prohibited. How does the Army define an "extremist organization"?

A. Organizations that advocate racial, gender or ethnic hatred or intolerance; advocate, create, or engage in illegal discrimination based on race, color, gender, religion, or national origin; or advocate the use of force or violence or unlawful means to deprive

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individuals of their rights under the United States Constitution.

NOTE: Gangs are easily identified with this definition.

Q. Do commanders have the authority to prohibit military personnel from engaging in or participating in ANY OTHER activities that the commander determines will adversely affect good order and discipline or morale within the command?

A. Most definitely.

Q. Do commanders have the authority to order the removal of symbols, flags, posters or other displays that may have an adverse affect on good order and discipline or morale within the command?

A. Yes.

Family Care Plan

Q. When is a valid Family Care Plan required to be completed?

A. For any of the following:

- A pregnant soldier who has no spouse; is divorced, widowed, or separated; is residing without her spouse; or is married to another service member.
- A soldier who has no spouse; is divorced, widowed or separated; or is residing without her spouse and who has joint or full legal and physical custody of one or more family members under the age of 19, or who has adult family member(s) incapable of self-care regardless of age.
- A soldier who is divorced (not remarried) and who has liberal or extended visitation rights by court decree which would allow family members to be solely in the soldier's care in excess of 30 consecutive days.
- A soldier whose spouse is incapable of self-care or is otherwise physically, mentally, or emotionally disabled so as to require special care or assistance.
- A soldier categorized as half of a dual-military couple who has joint or full legal custody of one or more family members under the age of 19, or who has adult family member(s) incapable of self-care regardless of age.

Q. What is the Army's Family Care Plan recommendation for all married soldiers who have family members?

A. Though not required, all soldiers with family members are encouraged to complete and maintain a Family Care Plan. To do so assists the spouse, commander, rear detachment commander, Family Assistance Center, or next of kin in providing care for dependent family members in the event the spouse is injured, ill, incapacitated, or otherwise unable to provide care for the dependent family member(s).

Religious Accommodation

Q. The Army places a high value on the rights of its soldiers to observe tenets of their respective religious faiths. The Army will approve requests for accommodation of religious practices unless such accommodation does what?

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A. Unless such accommodation has an adverse impact on unit readiness, individual readiness, unit cohesion, morale, discipline, safety, and/or health.

Q. Requests for religious accommodation generally fall into what five major areas?

A.

- Worship practices
- Dietary practices
- Medical practices
- Wear and appearance of the uniform
- Personal grooming

General

Q. List some Military Entitlements a soldier may receive while on active duty.

A.

- Separate Rations (if not assigned a meal card)
- Variable Housing Allowance (VHA)
- Cost of Living Allowance (COLA)
- Basic Allowance for Quarters (BAQ)
- Clothing Allowance
- Overseas Housing Allowance (OHA)
- Leave

Q. When does a service member receive his/her clothing allowance in their paycheck?

A. Enlisted personnel only - once per year, during their anniversary month (month they entered the service).

Q. What are the different types of leave that a soldier is entitled to?

A. Convalescent, Emergency, Administrative, Terminal, and Advance Leave.

Q. List some of the major Benefits available to service members.

A.

- Medical
- Dental
- Educational
- Legal Services
- SGLI

Q. What are some of the Military Privileges available to service members?

A.

- PX
- Commissary
- Morale Support Activities
- Family Housing
- Passes

Q. What does "BOSS" stand for?

A. Better Opportunities for Single Soldiers. Targets single and unaccompanied soldiers and is designed to give them greater input into the MWR activities in their respective communities.